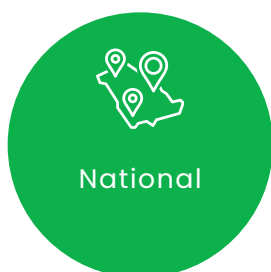


OVERVIEW

The non-profit organisation Fundació Europace developed the DOMUS program to promote innovative projects in building decarbonisation and energy transition. The DOMUS model, first piloted in Olot, Spain, in 2021, has since been implemented in over 40 offices and initiatives across Spain and Europe. Designed to adapt to various promoters, both public and private actors, the model strengthens public-private collaboration. Primarily targeting the residential sector including social housing and vulnerable populations, the IHRS offices under the DOMUS model offer a tailored, comprehensive approach to energy rehabilitation. DOMUS adopts a people-centric methodology, uses social marketing techniques for demand generation, focuses on local professionals, and integrates digital tools to enhance efficiency and impact.



**TERRITORIAL
COVERAGE**



**YEARS OF
ACTIVITY**



**Residential
buildings and
SMEs**

**TYPES OF
BUILDINGS
TARGETED**

SERVICES

The DOMUS model offers a wide range of personalised support services including:

- **Technical advice:** optimising energy bills, conducting energy diagnostics, and providing a pool of validated professionals, and post-renovation support.
- **Administrative support:** managing work permits, resolving issues during renovations, and reviewing invoices.
- **Subsidies and fundings:** offering guidance on municipal, regional, and national grants facilitating financing solutions for homeowners.

This comprehensive service ensures that clients receive continuous support from the initial assessment through to post-renovation, promoting sustainable energy practices and improvements.

TIPS FROM DOMUS PROGRAM

To successfully establish an Integrated Home Renovation Service (IHRS), design a tailored program that meets the specific needs and resources of your target audience, incorporating personalised advice, clear processes, continuous staff training, sustainable financing, and effective communication, while leveraging local professionals and digital automation for efficiency.

FINANCING THE IHRS

The financing of IHRS offices under the DOMUS model is diverse and tailored to each project during the design phase. Funding sources typically include public subsidies (both national and European), municipal budgets, and contributions from contractors and other interested parties. While services are currently offered at no direct cost to homeowners, future plans aim to generate revenue to reduce dependence on grants. Notable examples of financing include ELENA and LIFE programs, which support specific offices and initiatives. This multifaceted approach ensures the sustainability and scalability of the services provided.

CUSTOMER JOURNEY

1. The journey starts with a **property visit** where initial advice is given.
2. An **energy audit** is performed to identify improvement areas. A **diagnosis** is then made, and suggested improvements are presented.
3. **Advice** is given on choosing **suitable companies** for the work. The client takes the final decision, with the office ensuring an informed selection process.
4. The **work plan is reviewed and presented** to the client for approval. The office then assists with the necessary **permits and authorisations**.
5. The office offers **financial advice**.
6. The office provides **support during project execution**, resolving any issues to ensure smooth progress.
7. After the work is done, the **client is trained on using and maintaining the new systems**, and the office offers continued support to address any questions.

